County of Santa Clara

Office of Supportive Housing

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October 2, 2023

TO: Board of Supervisors
Housing, Land Use, Environment and Transportation Committee (HLUET) Committee

FROM: Consuelo Hernandez, Office of Supportive Housing (OSH)

SUBJECT: Supportive Housing System in Santa Clara County

The attached report highlights trends, successes, and challenges of the supportive housing system in Santa Clara County between September 2022 and August 2023. The primary function of this report is to communicate how different programs are contributing to an overall reduction in homelessness. The supportive housing system includes housing programs that fall into five main categories: Emergency Shelter (ES), Transitional Housing (TH), Rapid Rehousing (RRH), Permanent Supportive Housing (PSH), and Homelessness Prevention (HP). Additionally, this report provides supplementary data focusing on the County's Rapid Rehousing programs.

Supportive Housing System Trends and Highlights

Appendix A highlights data on two of the five overarching targets detailed in the County's 2020-2025 Community Plan to End Homelessness (Community Plan). As shown in Chart 1, the County has housed 12,248 individuals since January 2020, 61% toward the goal of housing 20,000 people by 2025. Chart 2 depicts progress toward the County's goal of reducing the number of newly homeless individuals and families each year by 30%. Inflow for calendar year 2019 (4,757 people) is used as a baseline. Inflow for the September 2022 to August 2023 reporting period is 4,102 households, demonstrating progress towards the five-year goal to reduce the number of households completing their first assessment (since becoming unhoused) to 3,330 households.

Appendix B provides program capacity and utilization for the five program categories outlined above plus the Safe Parking (SP) initiative. As depicted in the Program Utilization chart in Appendix B, Homelessness Prevention (99%), Permanent Supportive Housing (94%), and Emergency Shelter (87%) have the highest utilization for the reporting period.

Board of Supervisors: Sylvia Arenas, Cindy Chavez, Otto Lee, Susan Ellenberg, S. Joseph Simitian
County Executive: James R Williams

While capacity across programs has remained relatively stable over the past year, there are 1,165 housing units in construction or approved by the Board of Supervisors and are in the pipeline. As these units are completed and approved for occupancy, PSH and RRH capacity will increase significantly.

Appendix C illustrates key system performance measures, benchmarks for which are determined in coordination with community partners on an annual basis. A few highlights for the reporting period are provided below.

- Chart 2 provides data on exits to permanent housing destinations by housing type and period. Seventy-three percent (73%) of households exiting RRH programs exited to permanent housing for the current reporting period. Forty percent (40%) of households exiting ES programs moved on to permanent housing, exceeding the County's 38% performance goal. The system-wide value for exits to permanent housing destinations was 35% for the September 2022 through August 2023 study period. An analysis of total exits to permanent housing destinations shows the continued challenges low-income households face in maintaining permanent housing without a subsidy. The percent of RRH clients who exited to rental housing without an ongoing subsidy decreased from 41% in the annual period two years prior to 30% in the current period. Due to the lack of affordable housing in the community, many unhoused individuals and families require rental assistance to obtain and maintain stable housing.

- Chart 3 provides data on the percentage of people in Permanent Housing Programs retaining their housing in the reporting year. This primarily represents PSH programs. Across the county, this number has remained near the current benchmark of 98% (which was increased from 95%) for several years. The housing retention rate was 95% for the current reporting period.

- Chart 4 provides data on returns to homelessness after exiting a program to a permanent housing destination two years prior. Data for the September 2022 to August 2023 period are generally aligned with returns to homelessness in the previous two periods.

Appendix D presents data on housing placements and inflow by project type and month. The upper chart indicates the number of households that moved to permanent housing (housing placements), compared to the number of households completing their first housing assessment (inflow). In the month of August 2023, 113 households were housed in PSH programs, specifically in Villas at 4th Street in the City of San Jose and Agrihood Senior Apartments in the City of Santa Clara. Over the past one year, approximately 2,342 households have been permanently housed and 4,102 households have taken the

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment for the first time (inflow). This means for every one household getting permanently housed, 1.8 households are getting assessed for their first time since becoming homeless. The inflow is classified by level of housing intervention – minimal intervention, RRH, or PSH.

The lower chart breaks down the housing placements by the type of project from which the household was receiving assistance. Permanent housing placements have increased by about 16% over the past year with a greater proportion being families with children compared to one year prior. The need remains high with 377 households becoming homeless for the first time in August 2023 as shown in the upper chart, and annual inflow increasing by 30% compared to the previous 12 months.

The OSH will continue to monitor trends over the next several months as it relates to the number of households becoming homeless for the first time. As more housing developments are completed with over 1000 units of PSH and RRH units under construction or in the pipeline, the OSH expects placements into permanent housing to increase in the coming months.

Rapid Rehousing Programs

Appendices E through G include data related to the County's RRH Programs. RRH programs provide time-limited rental assistance and supportive services to help people obtain housing quickly, increase self-sufficiency, and remain stably housed. Seventy-six percent (76%) of RRH programs are focused on serving specific subpopulations. Accordingly, the RRH data provided is stratified by subpopulation. A few highlights for the reporting period are provided below.

- As shown in the table in at the top of Appendix E, RRH programs have the largest capacity to serve any adults (24%), families (21%), and veterans (21%). The lower graphs indicate that 1,456 households - including 648 families with minor children - were permanently housed during the study period.

- Appendix F provides some RRH client outcomes and characteristics. Chart 1 illustrates the average number of days from program enrollment to housing (housing search) and the average number of days housed in the RRH program by subpopulation. The average number of days housed represents the length of time a household receives a rent subsidy before they achieve self-sufficiency and exit the program. Previous years' data indicates that the pre-pandemic average was nine to ten months. For September 2022 through August 2023, however, this average across all subpopulations was slightly over one year (399 days). The average days housed for families with children is highest at 1.4 years (523 days). As economic

challenges persist there is a continued need for RRH programs to adjust to these circumstances and sometimes provide longer-term subsidies. Generally, the maximum length of a RRH program subsidy is 2 years. In the past 12 months, 128 families were housed or are currently housed in a RRH program for 2 years or more.

- The community benchmark for finding permanent housing for a household enrolled in an RRH program is 60 days. For the September 2022 through August 2023 period, this target was most closely met for families with an average of 79 days in housing search (Chart 1). The highest average number of days in housing search for the period is seen for programs serving any adult (128 days) and reentry subpopulations (127 days). For reentry, this reflects the multiple barriers that clients who are exiting jail/prison back into the community face when finding permanent housing.

- Chart 2 displays exit destinations by subpopulation after being housed in the RRH program. Exits to permanent destinations after a move-in date across all subpopulations nearly meet or exceed the 75% benchmark, ranging from 96% (reentry) to 71% (single adults). About one-fifth (22%) of all RRH program exits occur before the household is housed by the program. This percentage goes up to nearly 30% for any adult and single adult programs. Reasons for client exits without a move-in date include disengagement from program staff, incarceration, and deciding not to move forward with RRH due to only being temporary rental assistance. Households who exit without a program move-in date primarily exit to temporary destinations and place not meant for habitation with only 10% exiting to permanent destinations.

- Chart 4 shows disabilities reported during RRH program enrollment by subpopulation. Nearly half of single adult households reported chronic health conditions. Incidences of mental health disorders are highest for veterans (46%) followed by single adults (43%). This data demonstrates the need for the Rapid Rehousing model, which includes case management and connections to other supportive services, such as mental health treatment, health care, and substance use treatment, in addition to the rental subsidy.

One of the largest programs in the "any adult" group is an RRH program funded via the State's Coronavirus Aid, Relief, and Economic Security (CARES) Act. Currently, 68 households are housed in this program and 56 households exited in the past year. CARES RRH serves medically vulnerable households who were placed into hotels during the pandemic through Project Roomkey. Over 90% of the individuals served in the program are elderly (55 years old or above) and 63% have chronic health conditions. This program launched in 2021 and has served nearly 200 households.

The 2020-2025 Community Plan to End Homelessness

The county-wide plan is our roadmap for ending homelessness in Santa Clara County. The 2020-2025 plan set aggressive targets designed to reverse the current growth in homelessness and bring us one step closer to our collective goal of eliminating homelessness in our community. Appendix A highlights specific goals related to this plan.

Santa Clara County Continuum of Care

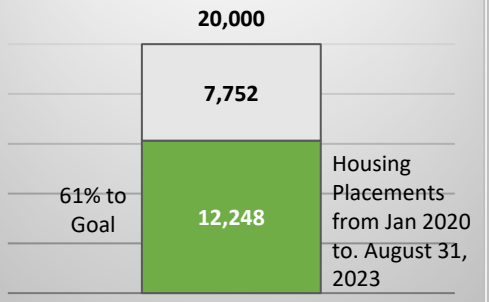
Office of Supportive Housing

Supportive Housing System Dashboard

September 1, 2022 – August 31, 2023

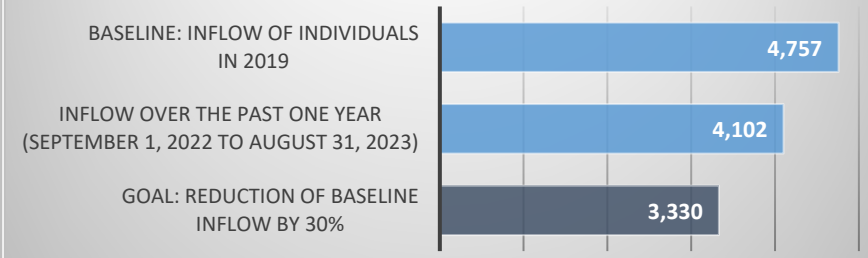
Appendix A: Community Plan Goals

1 Goal: Housing 20,000 People by 2025



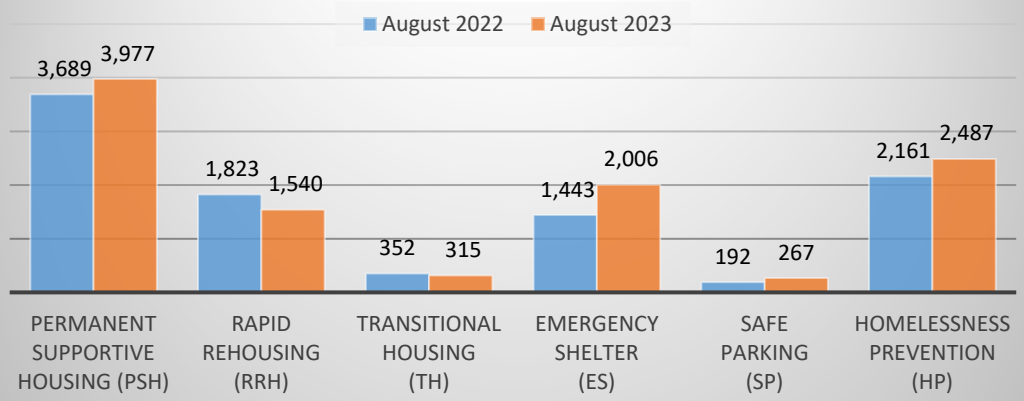
Goal: Achieve a 30% Reduction in Annual Inflow of People Becoming Homeless

(Inflow = Number of Households Completing Their First Assessment)



Appendix B: Capacity and Utilization as of 8/31/2023

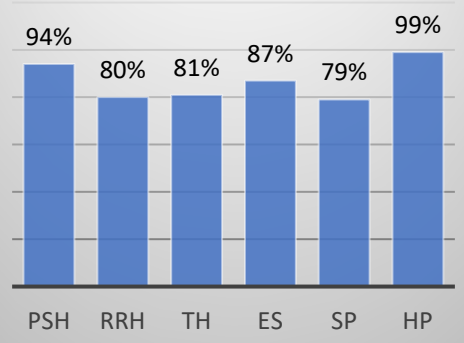
Program Capacity (Units or Households)



Under Construction or in the Pipeline Approved by the Board

1,165 Total Housing Units (505 PSH, 496 RRH, 55 VASH, and 109 I/DD)

Program Utilization, August 2023



- Utilization: PSH is point-in-time utilization on August 31, 2023; TH and ES data reflects utilization for the month of August 2023; RRH, SP and HP utilization are based on the last 12 months.
- Program utilization is based on households enrolled in programs that are tracked in HMIS.
- PSH capacity includes 40 units which are Permanent Housing with services (no disability required).
- For Safe Parking programs, one parking space is the equivalent of one unit of capacity with an estimated 2.5 individuals per vehicle.

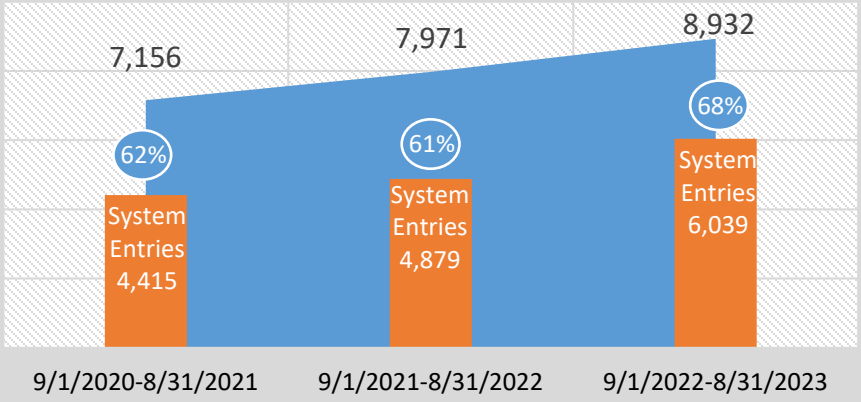
Appendix C: System Performance Measures

1 Total Enrollments and First Time Homelessness

Enrollments into ES, SH, TH, or PH Programs

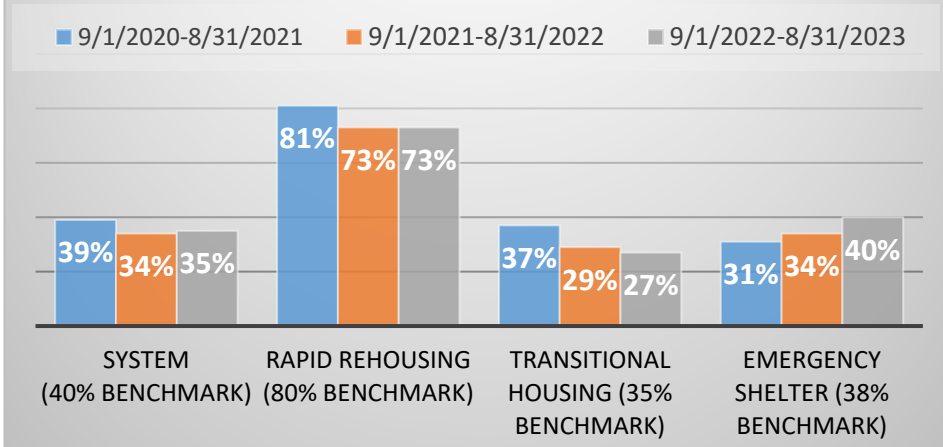
*System Entries: People Experiencing Homelessness for the First Time**

* "First Time" per HUD = no enrollments in ES, SH, TH or PH in the previous 24 months



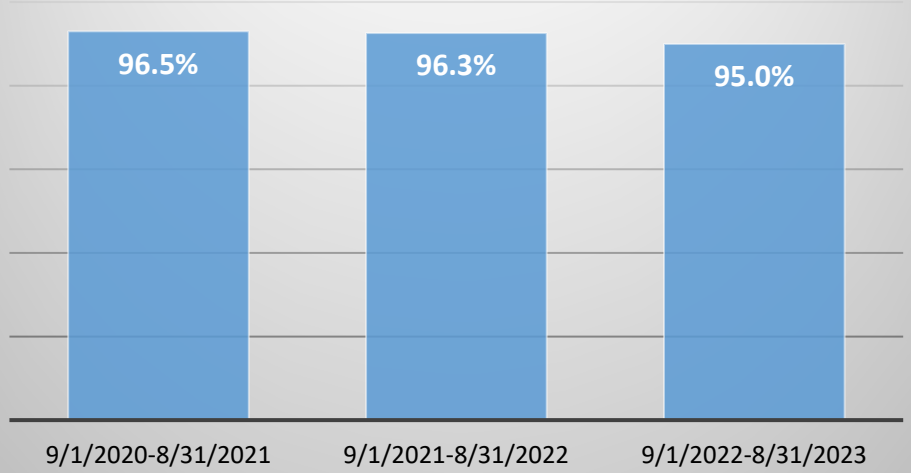
2 Exits to Permanent Housing Destinations

Of Persons in ES, TH, and RRH who Exited a program, the Percentage of Successful Exits to Permanent Housing



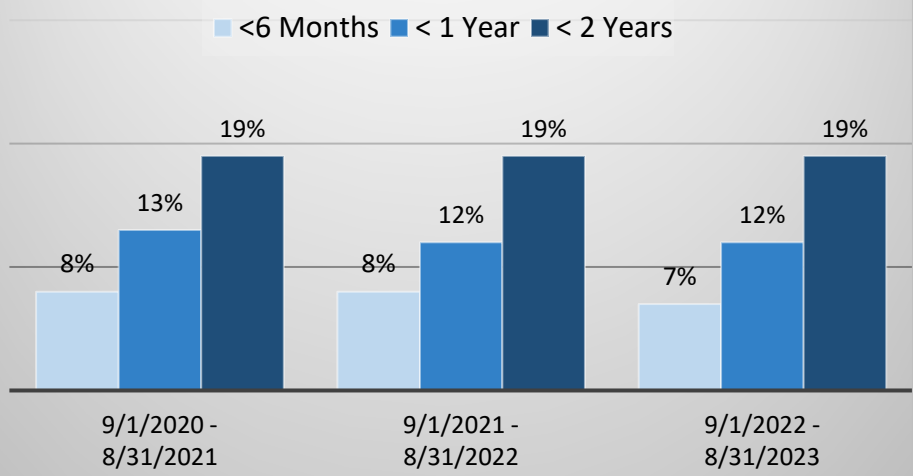
3 Permanent Housing Retention

Percentage of People in Permanent Housing Programs (excluding Rapid Rehousing) Retaining Housing during the Reporting Year ***(Benchmark = 98%)***

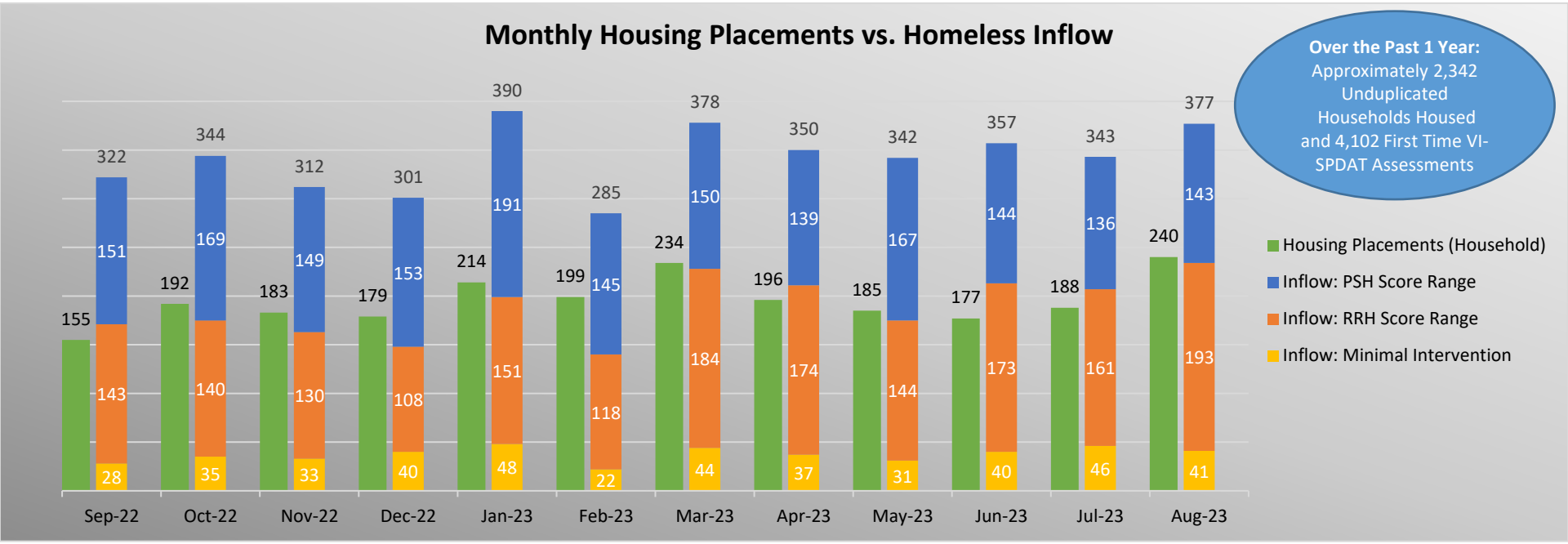


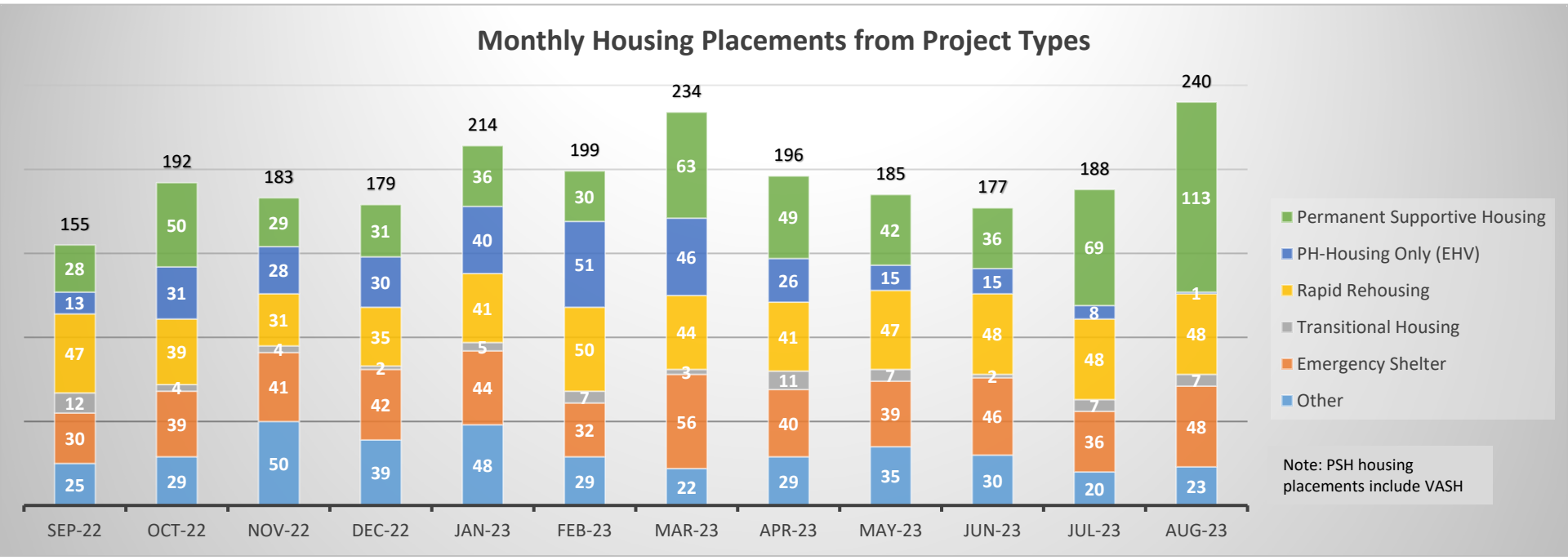
4 Returns to Homelessness

After Exiting to Permanent Housing Destinations, the Percentage of People who Return to Homelessness within 6 Months, 1 Year, and 2 Years



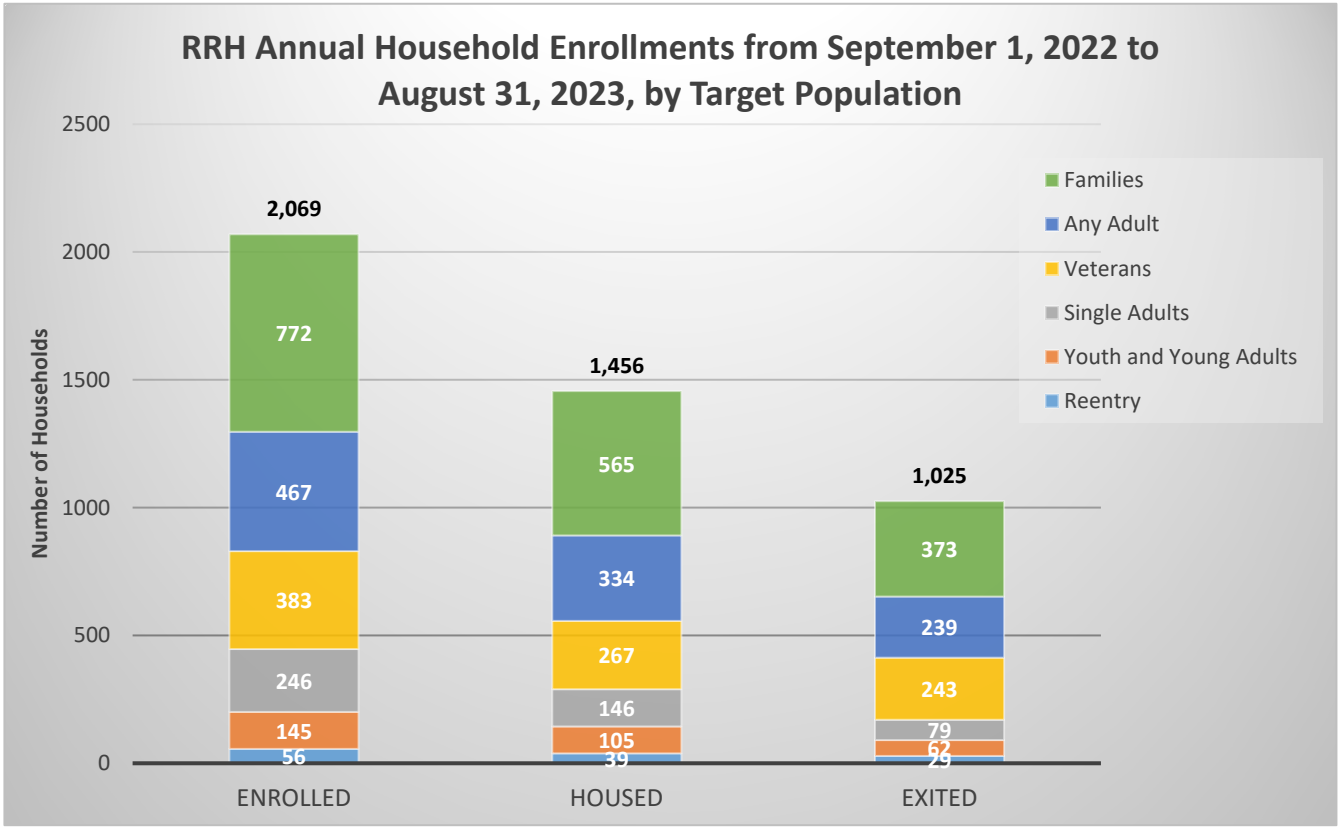
Appendix D: Housing Placements and Inflow by Month

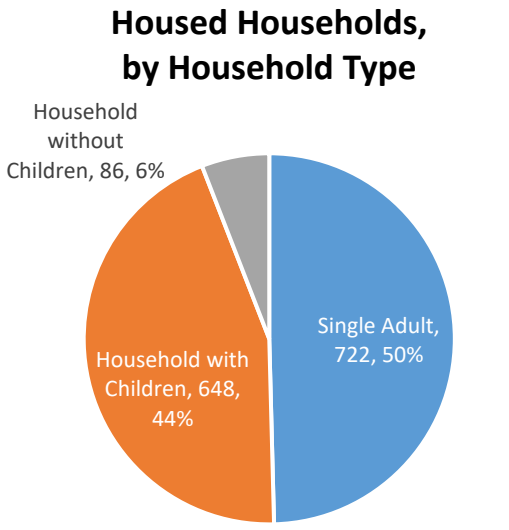




Appendix E: Rapid Rehousing Capacity and Enrollments - August 31, 2023

Target Population	Number of RRH Programs	Annual Capacity (Units) as of 8/31/2023	Percentage of Total
Any Adult	5	377	24%
Families	6	329	21%
Veterans	3	319	21%
Single Adults	3	235	15%
Youth and Young Adults	7	160	10%
IPV Victims	3	80	5%
Reentry	1	40	3%
Total	**28**	**1,540**	**100%**



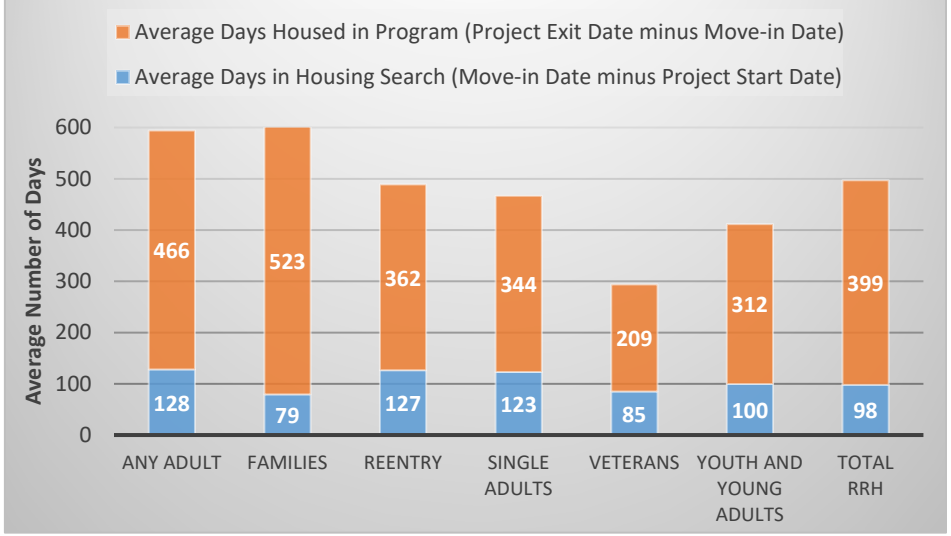


Notes:

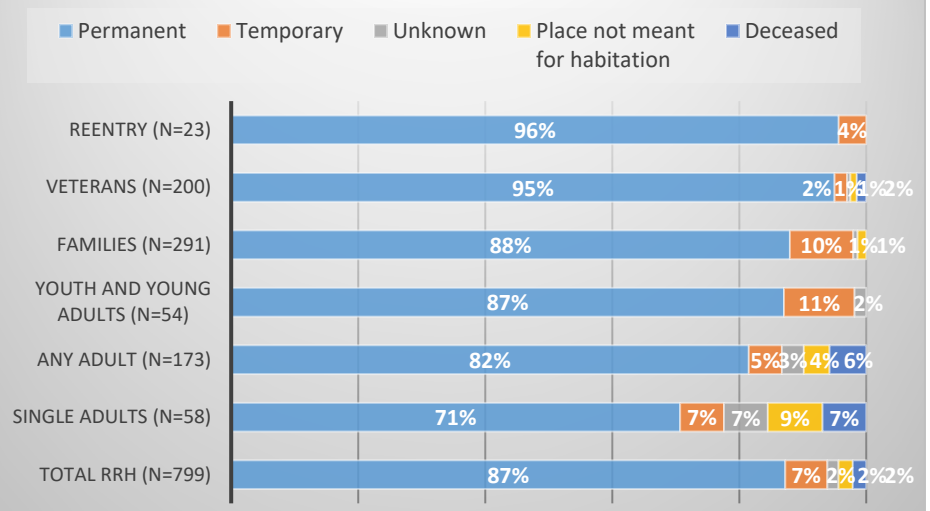
- Intimate Partner Violence (IPV) program data is not recorded in HMIS.
- Households with children may be enrolled in programs that target other populations.

Appendix F: RRH Client Characteristics and Outcomes – Sept. 2022 to Aug. 2023

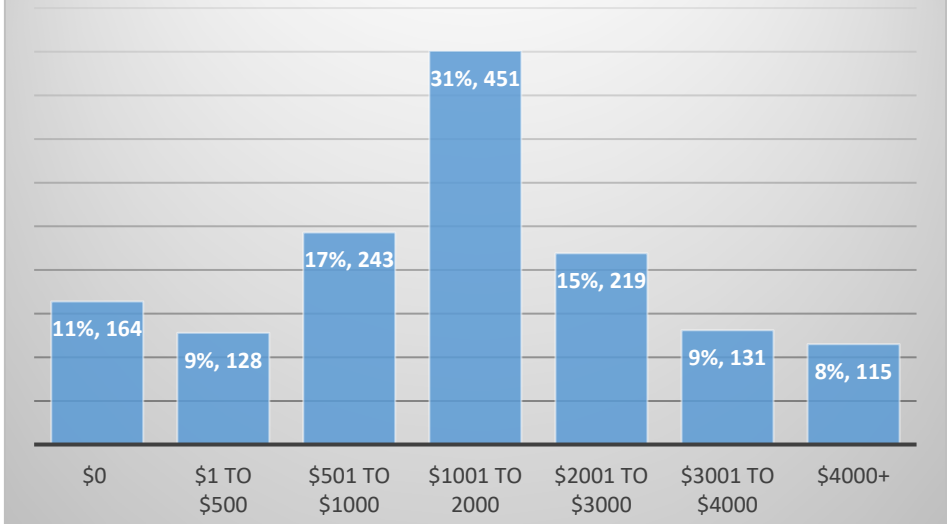
1 Average Days to Housing and Average Number of Days Housed



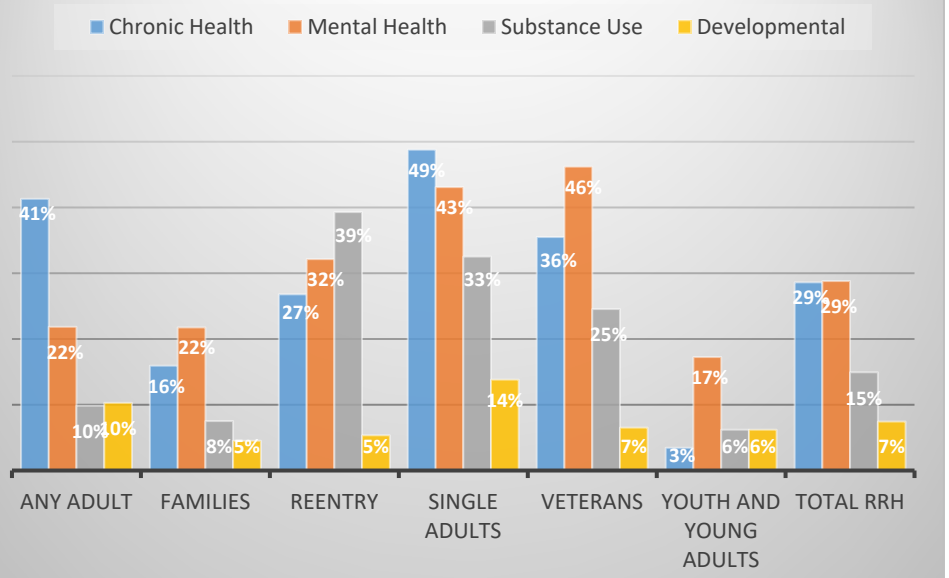
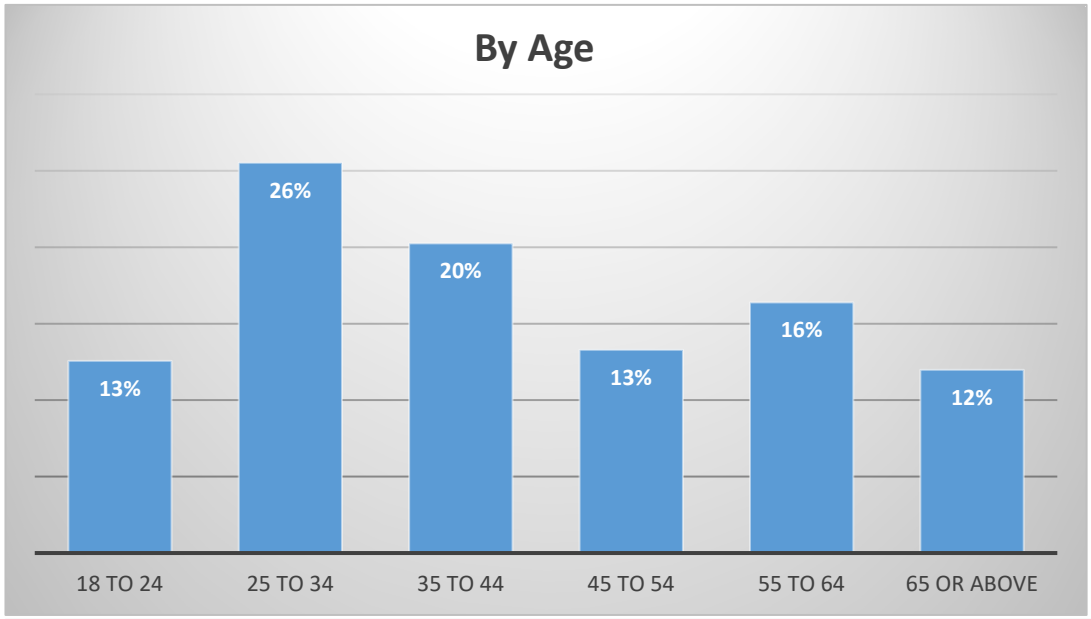
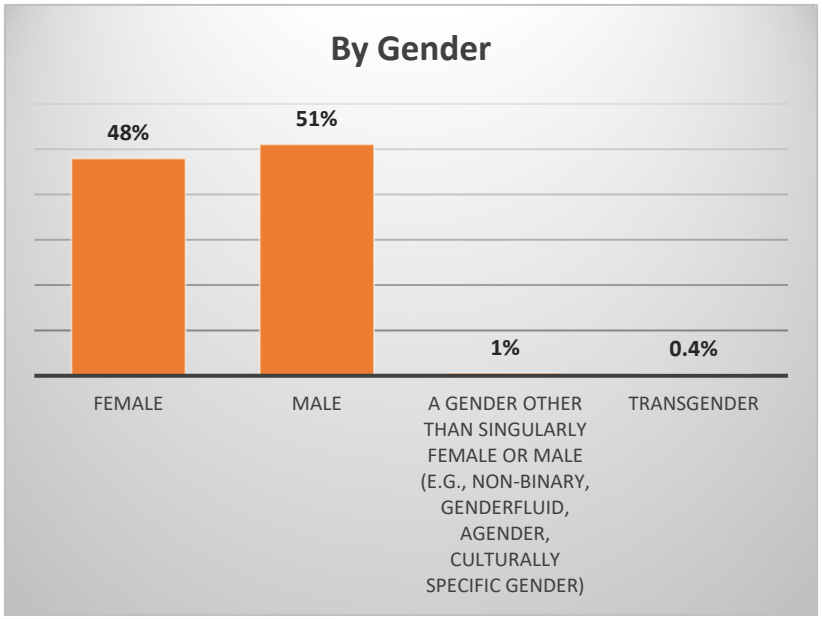
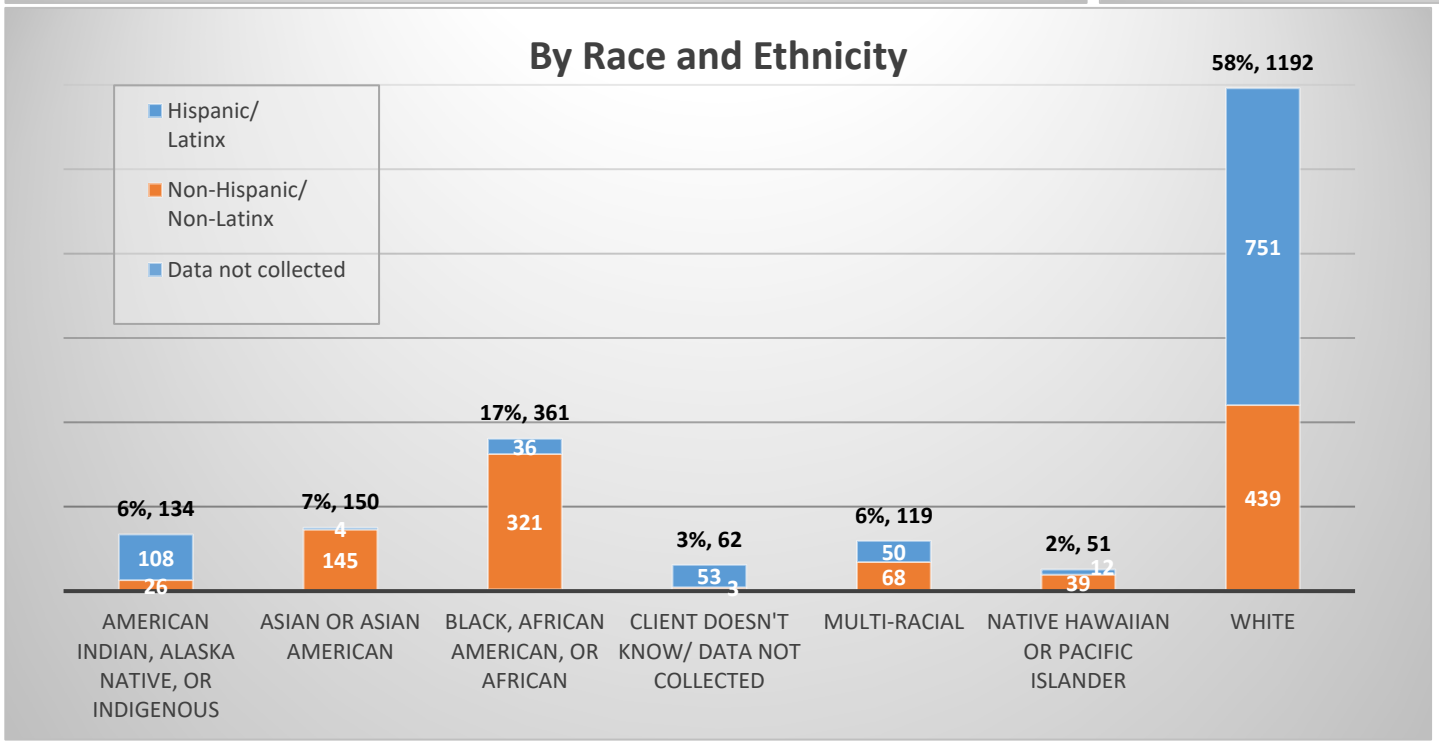
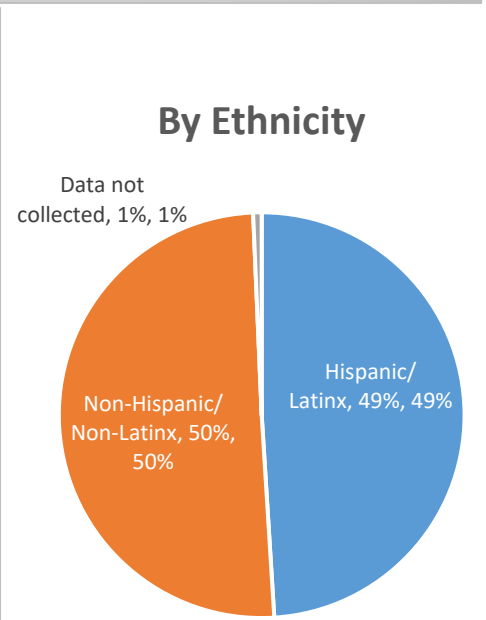
2 Exit Destinations After a Move-In Date, by Target Population



3 Total Household Income at Last Update/Exit (All Housed RRH Households)



4 Self-Reported Disabilities by Target Population



Appendix G: Demographics for RRH Enrolled Households – Sept. 2022 to Aug. 2023